

# Welcome



# Welcome to COAPPA!

April 26<sup>th</sup>, 2018



# Importance of Culture:

## *Renovating and Reconfiguring Workplace*



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# Learning Objectives:

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- Importance of workplace design in shaping corporate culture.
- Parallels between culture, workplace and organizational effectiveness.
- Cultural change doesn't happen by accident; it requires a well-planned and COLLABORATIVE process.
- What is Change Management and when is it needed on a project?
- Were you successful; how to measure post occupancy results?



## Experience in Workplace (office) projects?

No Experience **A**

Past Projects **B**

Current Projects **C**

Future Projects **D**

Past, Current AND  
Future Projects **E**



**What word comes to mind when you think about your campus office space?**



1

What is Culture & Why Change?



# The Role of the Workplace **Culture & Change**

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*The workplace doesn't drive culture... people do. The workspace reflects cultural values, supports desired behaviors, and creates opportunities for connections. It is an important part of the overall organizational equation but not a cultural driver.*

# Evolution of Work Space? Culture & Change



- Early ideas or fears on open concepts?
- Neither one looks very appealing

# Have you seen 'Office Space'? **Culture**



# Project Overview

CU Anschutz Campus Services Building

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## Challenge

- Had to relocate staff from the 4<sup>th</sup> floor of the administration building to another location
- Lack of surge space on campus
- Cost of new building prohibitive
- Find way to increase density in existing building
- Campus Services Building (CSB) completely built out with 75 offices

# Project Overview CU Anschutz Campus



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# Project Overview

CU Anschutz Campus Services Building

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## Solution

- Renovate and relocate OIT to CSB
- Create open concept with sound mitigation, better lighting, more amenities
- Get staff engaged in the process
- Developed space for over 120 staff, a 60% increase in density

# CU Anschutz Campus Services Building

BEFORE



- Pictures of pre-renovation
- One box (office) after another

# CU Anschutz Campus Services Building

AFTER



Post Renovation

# CU Anschutz Campus Services Building

AFTER





# What are the two most important items for your workplace project?

Schedule

Budget

Design

Occupants "the people  
who will use the space"

Operations

2

# Workplace Strategy / Programing



# Path to Success

## Change Readiness + User Preparedness

### AWARENESS

of the reason for  
change

### DESIRE

to engage +  
participate in the  
change

### KNOWLEDGE

of how to change

### ABILITY

to realize /  
implement change  
at the required  
performance level

### REINFORCE

to ensure change  
sticks

s e q u e n t i a l + c u m u l a t i v e

change  
success







# The ROI

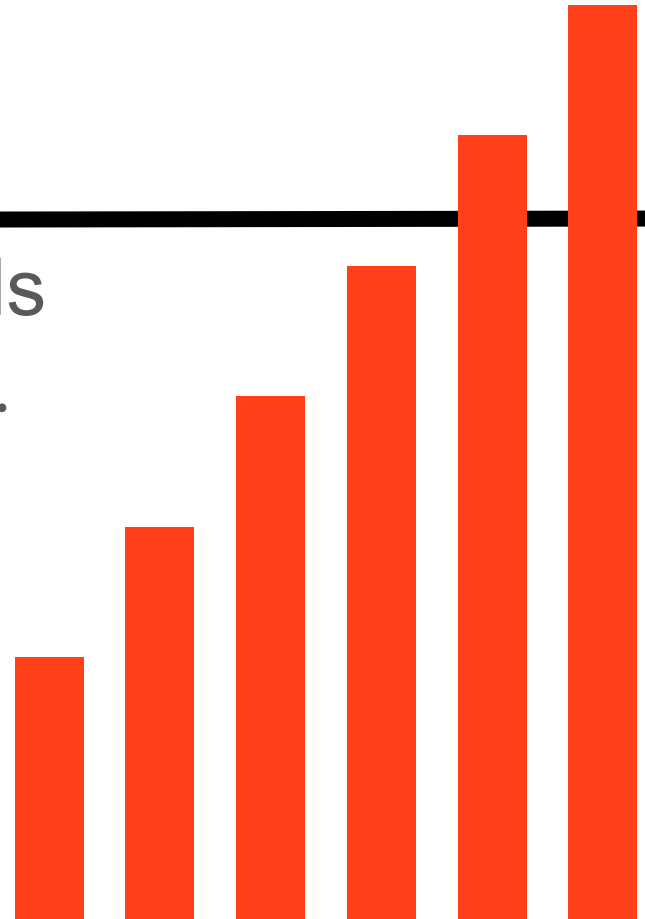
## Of Change Management



Change Management builds awareness to create desire.

6 x Success

Projects utilizing Change Management are six times more likely to meet key objectives

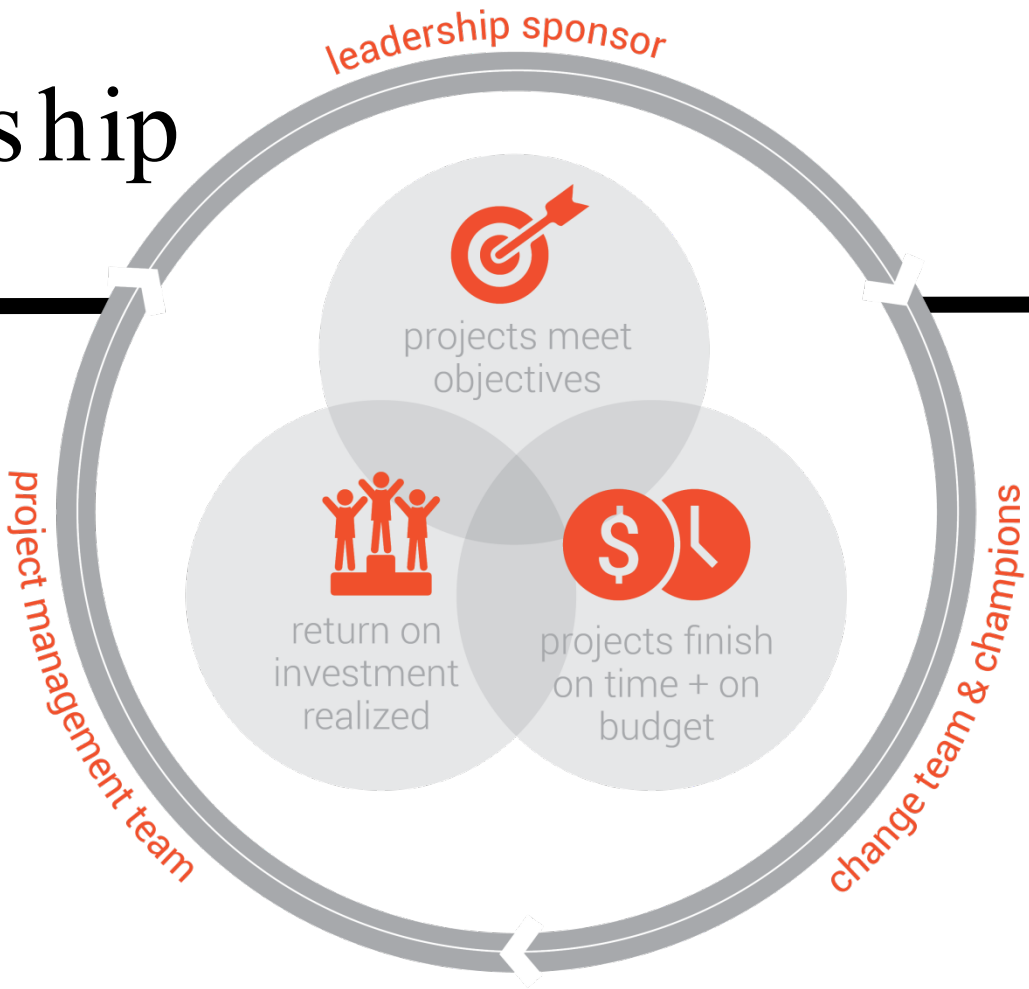




# Change Sponsorship

Improves Success

72% of projects with extremely effective sponsors met or exceeded their objectives versus only 42% with ineffective sponsors



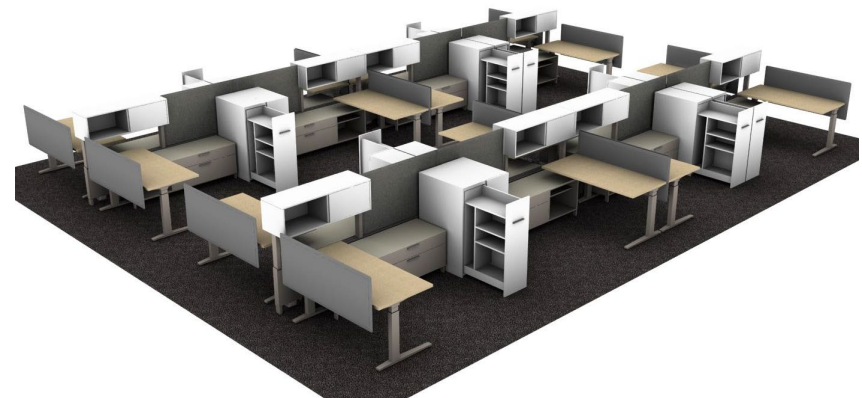
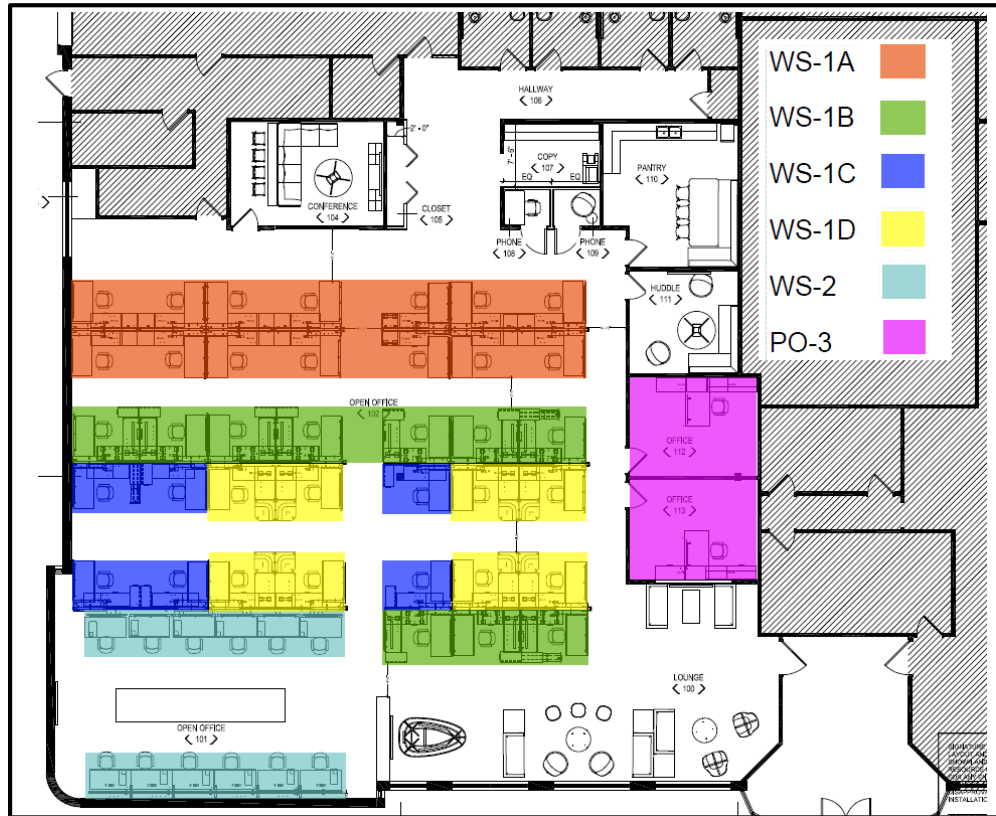


# 3

Tools for Success

# Tools & Deliverables

Mockups / Pilot Projects



# Tools & Deliverables E-Series

27 days to go! 3 THINGS TO KNOW ABOUT

## HUDDLE ROOMS



### 1 // ALL YOU NEED IS HUDDLE

Whether you are meeting with your team, a consultant, or a client, HUDDLE ROOMS are great collaborative spaces to brainstorm, produce, or just prep for an interview.



### 2 // RESERVATION REQUIRED

HUDDLE ROOMS rooms are equipped with a Room Wizard reservation system. Log into Outlook and make a reservation. Remember to tidy up when you are done.



### 3 // TECH & SPACE for 2 - 6 PEOPLE

All the comfort and tech for a 2 - 6 people meeting. In our HUDDLE ROOMS you will find big monitors with screen sharing and video conferencing capabilities along with speaker phones.

vs

## FOCUS ROOMS



### 1 // ALL YOU NEED IS FOCUS

FOCUS ROOMS are the perfect spaces for when you need uninterrupted concentration time. Just remember to look up every now and again to re-engage with your team!



### 2 // NO RESERVATION NEEDED

No reservations. First come, first served. Whether you need FOCUS for a min, or 5 hrs... just walk into anyone of them that is available. Remember to tidy up when you are done.

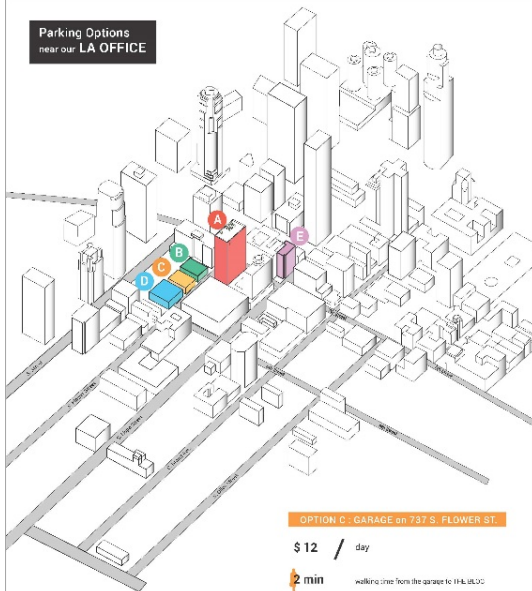


### 3 // TECH & SPACE for 1 - 2 PEOPLE

Most FOCUS ROOMS fit one or two people. They are equipped with dual monitors, mouse, keyboards and speaker phones.

-27 DAYS UNTIL MOVE-IN DAY: 06.06.17 9-5AM: Instagram @dgraves1.com IF YOU WANT TO KNOW MORE

Parking Options  
near our LA OFFICE



#### OPTION A: GARAGE at the BLOC

\$ 32 / day

2 min walking time to the elevator

#### OPTION B: GARAGE on 725 S. FLOWER ST.

\$ 14 / day

2 min walking time from the garage to T.H. BLOC

#### OPTION C: GARAGE on 737 S. FLOWER ST.

\$ 12 / day

2 min walking time from the garage to T.H. BLOC

#### OPTION D: GARAGE on 757 S. FLOWER ST.

\$ 14 / day

3 min walking time from the garage to T.H. BLOC

#### OPTION E: GARAGE on 700 WILSHIRE BLVD.

\$ 18 / day

\$ 10 / before 9 am

4 min walking time from the garage to T.H. BLOC

IF YOU HAVE QUESTIONS, PLEASE CALL: 213.689.9600



MOVING DAY:  
FRIDAY / 06/02 / 2016  
OFFICE CLOSING AT 12 PM

## 09/02/2016 MOVING DAY GUIDE

### 1 / Our Office Will Close At 12 P.m.

**But wait!** Please don't leave the office until you have packed all of your stuff.  
**And when you are done:** look around and see if you can help anyone.

### 2 / We Each Get 2 Crates.

We each get 2 crates. The crates will be delivered in the SMO office on 08/18 and on 08/22 in PAS.

**Get started in advance.** Feel free to take your 2 crates and pack up the tools and supplies that you are bringing with you. Recycle, purge or take home any other piece that you don't need!

**IMPORTANT! If you will be PTO on Moving Day or prior:** Pack up before you leave for vacation and return your elevator key to Veronica and Isabel. Make sure to clean your desk and any surrounding areas.

### 3 / Laptops, Monitors, Keyboards, CPUs & Server.

**Laptops go Last!** Place your laptop inside of one of your 2 crates. Make sure to place it as last item, on top of everything else. Label the crate that contains the laptop with the provided sticker.

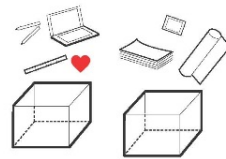
**Monitors, Keyboards, CPUs.** Disconnect your monitors, keyboard and CPUs. Cover them with the respective sleeves. (Sleeves will be provided.)

**Unplug.** Our server will be down for the weekend and you will have no access to your laptop... pack up and relax!

### 4 / No Trash Left Behind! No, but really.

**Please don't leave anything behind you.** Our very own Darcy, Jackie, Veronica and Janelle will be in the office over the weekend to make sure that our space is all cleaned up. Be nice and don't make them pick up your left-overs!

**Whatever is left will be thrown away!**  
Questions? Contact Jackie Martinez.



2 / CRATES FOR YOUR "STUFF"  
CONTACT JACKIE MARTINEZ IF YOU HAVE ANY PROJECTS TO BE COMPLETED.



3 / LAPTOPS LAST  
IN YOUR CRATE



3 / DISCONNECT  
AND COVER UP W/ SLEEVES



3 / UNPLUG  
NO ACCESS  
TO THE SERVER



DARCY JACKIE VERONICA JANELLE

# Tools & Deliverables

## Pre/Post Occup. Surveys

work environment // how satisfied are you with the following elements of the overall work environment? // pre vs. post

126 respondents



### pre/post comparison

Preoccupancy, 60% of factors were not satisfactory.  
Postoccupancy, only 10% of factors (storage) are not satisfactory.

9 out of 10 factors increased in satisfaction.

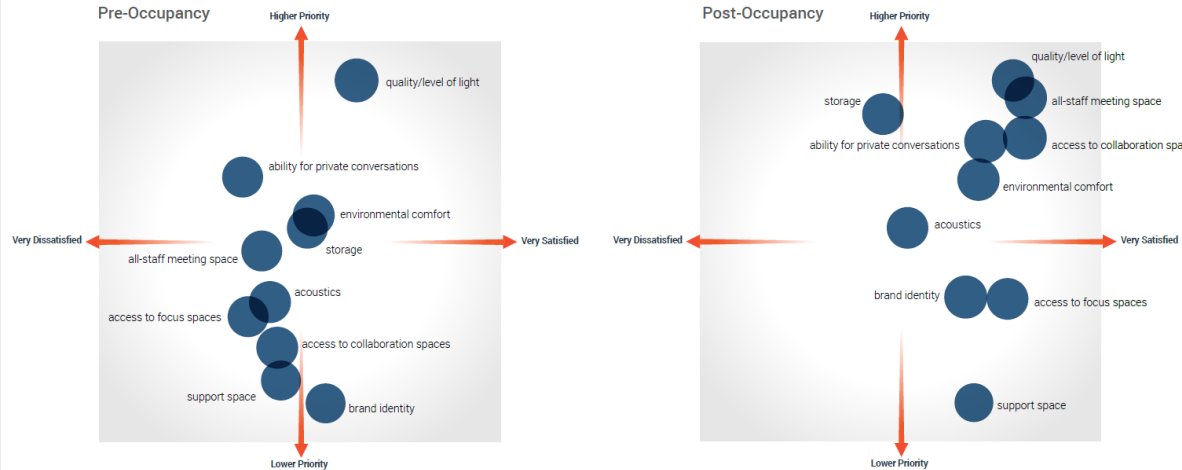
Access to Focus Space has the most significant increase in satisfaction.

Storage is the only factor for which satisfaction decreased.

8 out of 10 factors increased in terms of priority.

Access to Collaboration Space has the most significant increase in priority.

Quality / Level of Light and Support Space are the two factors for which priority decreased.



# Survey Results

## Measurements of Success

Satisfaction with:

Work environment	65%	Comfort & ergonomics	92%
Meeting spaces	85%	Desk & equipment	82%
Amenity spaces	67%	Appearance/ Aesthetics	88%
Collaboration	58%	Noise levels	37%
Flexible space	63%	Access to natural light	90%

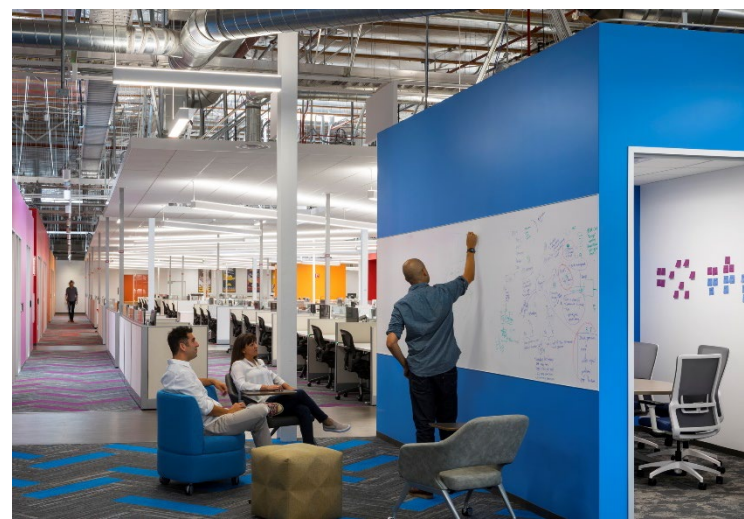
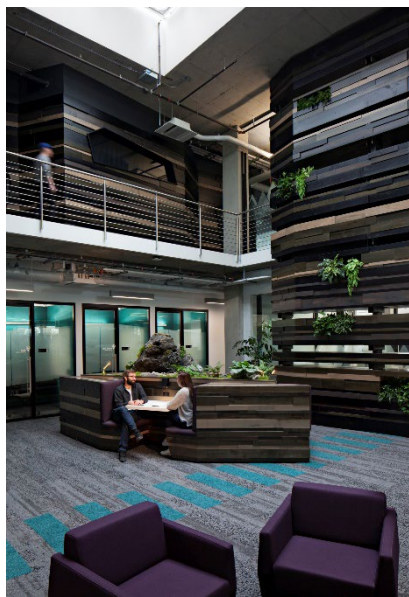


# 4

Consider the possibilities

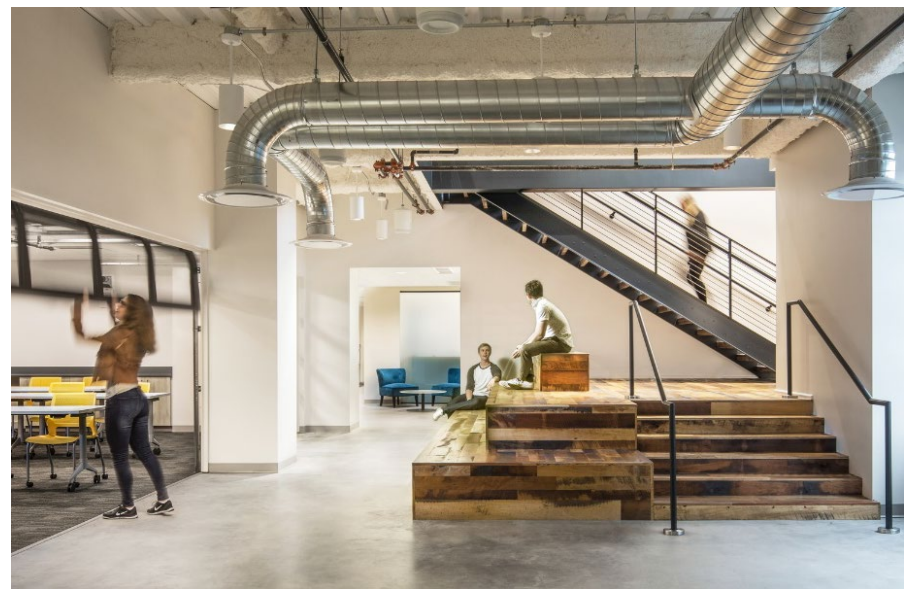


# Collaboration



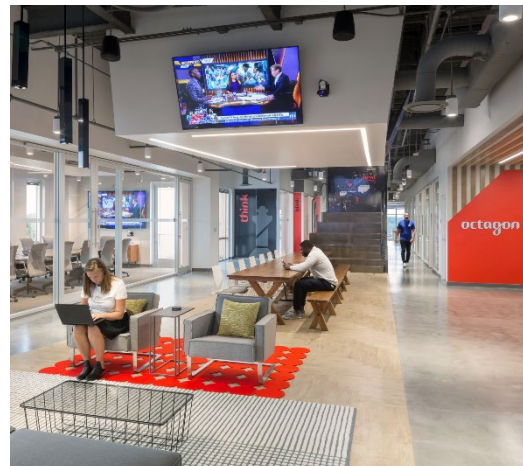


# Flexibility





Choice



# Lessons Learned

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- Staff Engagement / Design Inclusion
- Baseline & Post Survey Information – encourage communications.
- Continuous Improvement -- you're never done.

# QUESTIONS?



Answers! Yes, you can reach us!

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